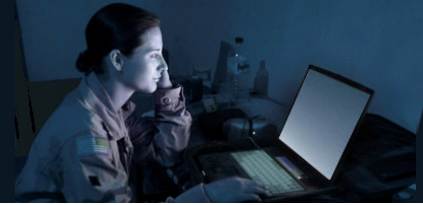




PSD FACT SHEET



Personnel Services Delivery (PSD) Transformation

◆ *Supporting the Warfighter through World Class Personnel Services* ◆

What is PSD

PSD Transformation provides a new personnel service delivery model that increases our capability to deliver the RIGHT people, at the RIGHT place, at the RIGHT time...

The PSD Transformation effort will have four major accomplishments:

- *Redesign Personnel Service Processes* – eliminates unnecessary steps and approvals to speed up work and reduce workload
- *Enhance Contact Center and Self Service Capabilities* – expands online & contact center options to make personnel inquiries and self-service transactions available worldwide, 24/7
- *Recast Field Organizations and Career Field* – shifts personnelists' focus from routine transactions to even more valuable key advisory services for commanders and leaders
- *Modernize DP Architecture & Technology* – puts the right system in place to support and integrate web-based applications and enhanced contact center capabilities

What PSD is NOT PSD...

- Is more than reengineering processes and putting personnel transactions on the Web
- Will complement but not replace other personnel initiatives such as Force Development, Airmen Culture, and Force Shaping
- Is not intended to build web-based solutions that will require Airmen to always be connected, but rather to use technology to conduct personnel transactions with less wait time and more convenience
- Does not solve all technology work flow challenges AF is currently facing
- Does not extend to MSS responsibilities beyond MPF/CPF/MO/CSS

PSD Benefits PSD will...

- Provide a improved service delivery model that will shift many personnel transactions to web-based self-service, and some to an enhanced contact center
- Change personnel lists' focus from conducting rote transactions to providing more valuable and strategic advisory services
- Improve availability of up-to-date and accurate personnel and manpower information
- Improve services through standardization, improved data, and enhanced self-service accessibility
- Give Airmen more convenience and control over their personnel transactions – on their own schedule and with less time waiting in lines or traveling to multiple offices
- Enable the most effective use of resources (dollars/people) to support war fighting operations and "stressed" career fields